

**METHOD FOR FORCASTING AND MANAGING MULTIMEDIA CONTACTS**ABSTRACT

Multimedia contacts are forecasted, propagated, and  
5 managed for each period in a range. The number of  
contacts received in a period are forecasted using  
historical methods and are propagated to succeeding  
periods based on the business goals, such as how quickly  
a certain contact type is to be handled. After the  
10 contacts have been propagated, the total contacts to  
handle is determined for each period and the staffing  
requirements are calculated therefrom.

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